



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **ACCOUNTING ASSISTANT** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for assisting customers, authorized representatives, staff, retailers and government officials with the Electronic Benefit Transfer (EBT) system. Reports to the Electronic Benefit Coordinator.

There are two (2) levels of Accounting Assistant distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Researches, verifies and updates customer EBT records, EBT cards and account status information and disseminates information and findings to agency staff; and issues EBT vault cards and assists with Personal Identification Number (PIN) selections and changes.

Process payments received; provides receipts; prepares and posts deposit information to appropriate systems and provides reimbursement to the State. Processes manual warrant registers and associated checks for special or expedited processing, check requests for invoices, vendor payments, stop payments, cancellations and check replacements and reconciles within the appropriate application systems.

Collect, review and reconcile financial program data to include preparation of spreadsheets and the submission for reimbursement purposes. Processes vital record and criminal history requests, specific program recoupment's and refunds.

Assists in the preparation of various monthly statistical EBT reports; maintains EBT issuance spreadsheets and logs and assists in the preparation and reconciliation of monthly report for inventory and audit compliance purposes. Assists customers, staff and government officials with accounting questions; researches complaints and discrepancies, resolves problems and makes referrals. Performs routine administrative duties in support of the EBT program.

Responsible for other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Accounting** - Knowledge of general accounting principles, financial computations and statistical analysis.
- **Human Services** - Knowledge of benefits programs and policies including federal, state, and local regulations related to determining eligibility. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- **Technology** - Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software. Comprehensive knowledge of office systems, practices, procedures and administration.

REQUIRED SKILLS

- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to and resolves inquiries and disputes.
- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

REQUIRED ABILITIES

- **Communication** – Ability to communicate ideas and proposals verbally and in writing effectively so others will understand, to include the preparation of detailed reports which include numerical information and statistics.
- **Accounting and Budgeting** – Ability to perform arithmetic, algebraic, and statistical computations for financial transactions.

EDUCATION AND EXPERIENCE

Accounting Assistant I - Requires a high school diploma and 1 year of bookkeeping, financial or statistical record keeping, or related experience, to include customer service experience or an equivalent combination of education and experience.

Accounting Assistant II - Requires a high school diploma and 2 years of bookkeeping, financial or statistical record keeping, or related experience, to include customer service experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.